

DEPARTMENT OF CONSUMER AFFAIRS
Bureau of Security and Investigative Services



LIVE SCAN/CARD SCAN
PACKAGE



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ATTENTION

If you have decided to purchase a Live Scan/Card Scan Machine, please mail the following to the Bureau:

1. A signed Agreement of the Terms and Conditions;
2. A completed Live Scan/Card Scan Purchase Company Data Form; and

Please mail the information to:

Bureau of Security and Investigative Services
P.O. BOX 980550
West Sacramento, CA 95798-0550

Attention: Live Scan/Card Scan Task Force Team

If you have any questions, please contact the Bureau's Live Scan/Card Scan Task Force Team at (888) 245-7951.

**BUREAU OF SECURITY AND INVESTIGATIVE SERVICES**

P.O. Box 980550

West Sacramento, CA 95798-0550

(916) 322-4000

www.dca.ca.gov/bsis**LIVE SCAN/CARD SCAN INSTALLATION/OPERATOR PROCEDURES****APPROVAL AND INSTALLATION OF A LIVE SCAN/CARD SCAN MACHINE**

The following steps will help provide direction for PPOs, training facilities, Live Scan/Card Scan vendors and Live Scan providers seeking to purchase and/or install a Live Scan/Card Scan terminal. If you need additional guidance, please contact the Live Scan/Card Scan Task Force Team at (888) 245-7951.

Note: Live Scan Operator applicants must have an active license/registration/certificate with BSIS.

The following steps must be followed in order**STEP 1**

Contact a Live Scan, Card Scan vendor/Live Scan provider to make a purchase or to get an agreement for a Live Scan/Card Scanner terminal. You can view and/or download a list of DOJ-approved Live Scan/Card Scan vendors.

http://www.dca.ca.gov/bsis/chiefs_message_20020702.htm.

STEP 2

Obtain a copy of the Live Scan/Card Scan Package at http://www.dca.ca.gov/bsis/livescan_package.pdf

STEP 3

The PPO/Training Facility/ Live Scan-Card Scan vendor/ Live Scan provider will provide BSIS the following information:

PPO/Training Facility

- a. Signed T & C
- b. Name of Company
- c. Location of Terminal
- d. Primary Contact
- e. Vendor Name
- f. Type/Model of Live Scan/Card Scan Terminal
- g. Name of Live Scan/Card Scan Operators (Must have an active license/registration/certificate with BSIS.)
- h. Lead Operator/Administrator

Vendor/Provider Information

- a. Vendor/Provider Name
- b. Name of Vendor/Provider Representative & Phone Number
- c. Name of Vendor/Provider Engineer
- d. Vendor Engineer Pager & Cell Number
- e. Live Scan/Card Scan Terminal Installation Date
- f. Vendor Training Date

STEP 4

Upon BSIS's receipt of the information requested from the PPO/training facility and the BSIS will submit to DOJ the following:

PPO/Training Facility

- a. Signed T & C
- b. Name of Company
- c. Location of Terminal
- d. Primary Contact

- e. Vendor Name
- f. Type/Model of Live Scan/Card Scan Terminal
- g. Name of Live Scan Operators
- h. Lead Operator/Administrator

Vendor Information

- a. Name of Vendor Engineer
- b. Vendor Engineer Pager & Cell Number
- c. Live Scan/Card Scan Terminal Installation Date

STEP 5

Upon DOJ's receipt of the information from BSIS, DOJ will provide BSIS the following:

- a. Live Scan/Card Scan Identification Number (LSID)
- b. Completion Information on Live Scan Tabling
- c. DOJ Signed T & C

STEP 6

Upon receipt of the information from DOJ, BSIS will provide the PPO/training facility the following:

- a. Live Scan/Card Scan Identification Number (LSID)
- b. User Identification Number
- c. User Password
- d. Confirmation of Completion on Live Scan Tabling
- e. Live Scan/Card Scan Billing Procedure

STEP 7

The Live Scan/Card Scan vendor performs training for operators, equipment setup and/or transmission testing. Contact the Live Scan/Card Scan Task Force Team at (888) 245-7951 if a problem arises. The Live Scan/Card Scan vendor **must** contact DOJ at (916) 227-0145 or (916) 227-2223 and inform DOJ that a test record is going to be sent to them.

STEP 8

Once all guidelines and testing have been met, DOJ will contact BSIS to give the final approval.

STEP 9

BSIS will contact the PPO/training facility to relay the final approval.

REV 03/12/03

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LIVE SCAN/CARD SCAN APPROVED VENDORS

Licensed PPOs and training facilities may now purchase Live Scan/Card Scan terminals from any DOJ-approved Live Scan/Card Scan vendor (see list, below). However, those who purchase a Live Scan terminal must agree in writing to terms and conditions set forth by BSIS and the DOJ before transmitting any electronic fingerprints to BSIS.

Employees of PPOs and training facilities who will be processing and transmitting electronic fingerprints will be required to be fingerprinted themselves and will be subject to a law enforcement background check.

The following vendors are approved by the Department of Justice and may be contacted regarding the purchase of applicant Live Scan/Card Scan terminals.

Vendor	Contact	Phone Number
Choice Point (Card Scan)	Mark Peterson	(888) 270-2836
Cross Match (Live Scan)	Phil Giles	(916) 939-8014
Identix (Live Scan)	Patricia Ferguson	(949) 487-4875
Printrak (Live Scan)	Ernesto Pinal	(714) 575-2925
Sylvan/Identix (Live Scan)	Chad Wadsworth	(707) 257-8250
Identix (Formerly Visionics) (Live Scan)	Allen Sypherd	(909) 605-7737

For further information and/or copies of the required terms and conditions, please contact the Live Scan/Card Scan Task Force Team at (888) 245-7951.

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LIVE SCAN/CARD SCAN PURCHASE COMPANY DATA FORM

Please complete and mail this form to the
Bureau of Security and Investigative Services
P.O. Box 980550
West Sacramento, CA 95798-0550

Attention: Live Scan/Card Scan Task Force Team

REQUIRED DATA**DATA/STATUS**

1. Name and Address of Company

2. License/Certificate Number

3. Issue & Expiration Dates

4. Phone & Fax Number

5. Company E-mail Address

6. Terms and Conditions

7. Primary Contact

8. Name of Live Scan Operators **and**
License/Registration/Certificate Number

9. Name of Lead Live Scan/Card Scan Operator

10. Vendor Name _____
11. Type/Model of Live Scan/Card Scan Terminal _____
12. Location of Terminal _____
13. Hours of Operation _____
14. Live Scan/Card Scan Terminal Installation Date _____
15. Date of Training by the Vendor _____
16. Name of Vendor/Provider and Phone Number _____
17. Name of Vendor/Provider Engineer
and Phone Number _____

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**BUREAU OF SECURITY & INVESTIGATIVE SERVICES****TERMS AND CONDITIONS FOR OPERATING
APPLICANT FINGERPRINTING TERMINALS AND SCANNERS****Terms and Conditions for Operating Applicant Fingerprinting Terminals and Scanners**

This document sets forth the conditions under which an authorized private patrol operator and/or licensed training facility may purchase, lease and/or operate a fingerprinting terminal and/or scanner for the purposes of submitting electronic applicant fingerprint submissions to the Department of Justice (DOJ) through the Bureau of Security and Investigative Services (BSIS). This document also sets forth the conditions under which an authorized private patrol operator and/or training facility may contract for fingerprinting services.

I. Private Patrol Operator and/or Training Facility Authorization

The private patrol operator and/or training facility must be licensed by the Department of Consumer Affairs, Bureau of Security and Investigative Services and must be in good standing. The private patrol operator and/or training facility must notify BSIS and the Department of Justice in writing if the conditions under which fingerprinting service connections were granted are changed in any way.

II. Approval Devices

For purposes of transmitting to the Department of Justice via the Bureau of Security and Investigative Services, the private patrol operator and/or licensed training facility must purchase or contract for fingerprinting devices or services from Department of Justice-approved vendors. Companies that provide fingerprinting services must also be approved by the Department of Justice.

III. Scope of Services

The private patrol operators and/or training facility may provide fingerprinting services to BSIS applicants only.

Before electronic transmissions may commence, this agreement must be signed by the owner, qualified manager or a corporate officer of the private patrol operator or training facility, and either the Chief or Deputy Chief of the Bureau of Security and Investigative Services and a California Department of Justice representative.

IV. Security

- A. *Device and Line Security*** - The private patrol operator and/or licensed training facility shall be responsible for the proper and legal use of the fingerprinting terminal or scanner and communication line. The Bureau of Security and Investigative Services (BSIS) is ultimately liable to the DOJ for any compromise or damage to the DOJ's network

and/or databases as a result of a security breach of either the fingerprinting device, scanner or communication line. Liability includes compensatory damages for the cost of repairing any damage to the DOJ network, databases or communication lines due to a security breach. The private patrol operator and/or licensed training facility agrees to indemnify BSIS for any damages arising from a breach of security on the operator's/facility's device or communication line.

V. Installation and Connectivity

- A. Cost** – The private patrol operator and/or training facility shall pay all costs associated with the purchase, installation, connection, operation and maintenance of the fingerprinting equipment and communication lines.
- B. Device Maintenance** – The private patrol operator and/or training facility is responsible for maintaining the device in good working condition and ensuring the device software is current, including upgrades and tables. This will require some form of maintenance contract or agreement with the fingerprinting device vendor. A maintenance contract provides ongoing technical support including periodic download of updated application and customization software.

Private patrol operators and training facilities experiencing problems with their fingerprinting equipment, maintenance or the transmission of electronic fingerprints are instructed to contact the vendor from whom they purchased the equipment for assistance.

- C. Device Location** – The fingerprinting device shall be located at the private patrol operator and/or training facility in a secure area that is not readily accessible by the general public. Placement at a location other than the authorized private patrol operator and/or training facility must be approved by the Bureau of Security and Investigative Services. The private patrol operator and/or training facility may transport the fingerprinting device to enable fingerprinting away from the facility if allowed by the maintenance contract. However, fingerprint records must be downloaded from the terminal to the Bureau of Security and Investigative Services only through the communication line at the facility where the Internet Protocol (IP) address is assigned.
- D. Communication Line** - The private patrol operator and/or training facility shall designate a contact person to coordinate with the Bureau of Security and Investigative Services and Department of Justice staff regarding the procurement and installation of a communication line. The communication line through which data is transmitted from the fingerprinting device to the Bureau of Security and Investigative Services must originate from a secured location on the private patrol operator and/or training facility's premises.

VI. Device Operation

The private patrol operator and/or training facility must provide for staffing to operate the fingerprinting device. Operating staff must comply with the following:

- A. Lead Operator/Administrator** – The private patrol operator and/or training facility must identify a lead fingerprinting device operator and/or fingerprinting device administrator and a backup operator for operational communications with the Bureau of Security and Investigative Services and the Department of Justice central site. These individuals will receive the initial vendor training and will be a point of contact for questions and assistance from both the vendor and the Department of Justice regarding device operating conditions, problems and resolution.

- B. Operator Background Clearance** – Every operator of a fingerprinting device and every person who may have contact with the public as part of the operation of the fingerprinting device must have an active license/registration/certificate with BSIS.
- C.** Employers are required to provide each fingerprinting device operator an individual identification number and password prior to operating a fingerprinting device. This requirement also applies to fingerprinting device service providers.
- D. Quality Control/Training** – The private patrol operator and/or training facility shall take all appropriate steps to ensure that all fingerprint record transmissions meet DOJ data and image requirements. Operators of the fingerprinting device must be properly trained by the fingerprinting device vendor in system operation, data entry procedures and fingerprint capture techniques.
- E. Photo Identification** – Fingerprinting device operators must verify the identity of each applicant by requiring a **valid** current photo identification (ID) prior to fingerprinting the individual. Examples of valid ID are California or out-of-state drivers license, California DMV identification card, passport, military ID card, alien registration card, immigration or green card or other forms of acceptable identification as determined by the Bureau of Security and Investigative Services and the Department of Justice.
- F.** Private patrol operators and/or BSIS licensed training facilities may only fingerprint BSIS licensee applicants.

VII. Fees

Collection of Fees – The private patrol operator and/or training facility at the time an **on-line application** is transmitted, must also pay for fingerprint fees. One credit card transaction will cover both the application fee and the fingerprint fee. Only credit cards may be used. Checks will not be accepted.

Private patrol operators/training facilities who are transmitting fingerprints electronically to BSIS but are not using the on-line application system must submit payment **DAILY** to BSIS along with a report identifying all applicants fingerprinted, registrations or renewals applied for and fees paid by each applicant. Failure to do so will result in immediate termination of the PPOs/training facility's ability to transmit electronic fingerprinting to BSIS.

- A. Fingerprint Rolling Fee** - The private patrol operator and/or licensed training facility may collect a fingerprint rolling fee from BSIS applicants as compensation for its services in processing and transmitting the fingerprint record. The amount of the fee shall be determined by the private patrol operator and/or training facility. If an applicant returns to the original fingerprinting site for reprinting due to fingerprint quality rejects on their original submission, the applicant shall not be charged an additional rolling fee.

VIII. Conditions for Employing Fingerprinting Service Providers

- A. Contract with Service Providers** - The private patrol operator and/or training facility may contract with a fingerprinting service provider to operate an applicant fingerprinting terminal or scanner. Pursuant to such a contract, the private fingerprinting service provider must use a secure connection to transmit data to the Bureau of Security and Investigative Services and then to the Department of Justice.

B. Contract Provisions - The contract must be approved in advance by the DOJ. The contract must specify the fingerprinting site address, services to be rendered and types of applicant agencies to be serviced. Contract provisions must specifically address and fully meet the following criteria:

1. **Certified Fingerprinting Device** – Only certified fingerprinting devices and/or scanning devices from vendors approved by the DOJ will be allowed to connect to the Bureau of Security and Investigative Services and the Department of Justice.
2. **Lead Operator/Administrator** – The contract fingerprinting or scanning service provider must identify a lead operator and/or administrator and a backup operator for operational communications with the DOJ's central site. These individuals will be a point of contact for questions and assistance from BSIS and the DOJ regarding device operating conditions, problems and resolution.
3. **Operator Background Clearance** – Every operator of the fingerprinting terminal and/or scanning device and every person who may have contact with the public as part of the operation of the fingerprinting terminal or scanning device must have an active license/registration/certificate with BSIS.
4. **Collection of Fees** – The contract electronic fingerprinting or scanning service provider must ensure that the credit card payment for fingerprinting services has been made by the private patrol operator and/or training facility.
5. **Quality Control/Training** – The contract fingerprinting or scanning service provider shall take all appropriate steps to ensure that all fingerprint record transmissions meet DOJ data and image requirements. Operators of the electronic fingerprinting terminal or scanner must be properly trained by either the DOJ or by the vendor in system operation, data entry procedures and fingerprint capture techniques.
6. **Photo Identification** – Contract fingerprinting or scanning operators must verify the identity of each applicant by requiring a **valid** current photo identification (ID) prior to fingerprinting the individual. Examples of valid ID are California or out-of-state drivers license, California DMV identification card, passport, military ID card, alien registration card, immigration or green card, or other forms of acceptable identification as determined by the Bureau of Security and Investigative Services and the Department of Justice.
7. **Device and Line Security** – The fingerprinting service provider and/or PPO/training facility shall be liable to BSIS for any compromise or damage to the DOJ's network and/or databases as a result of a security breach of either the fingerprinting or scanning device, or communication line. The private patrol operator and/or licensed training facility may require the contract service provider to agree to indemnify BSIS for any damages arising from a breach of security on the contract service provider's device or communication line.

IX. DOJ Oversight

The Department of Justice will provide the necessary telephone or on-site assistance to enable the connection of the fingerprinting or scanning device to the Bureau of Security and Investigative Services and then to the Department of Justice, to include identifying communication equipment and line requirements and coordinating between the communications provider, DOJ's Hawkins Data Center, fingerprinting or scanning vendor and fingerprinting or scanning site. Every agency that operates a

fingerprinting terminal or scanning device is subject to an on-site audit by the DOJ to ensure compliance with these requirements and applicable laws. The DOJ reserves the right to disconnect communications from a fingerprint terminal or scanning device without prior notice to the private patrol operator and/or training facility or its contractor at any time if it is determined that the private patrol operator and/or training facility or its contractor is not in compliance or if the device or communications line security is being compromised. In all other circumstances, the DOJ shall provide thirty (30) days notice prior to disconnecting the private patrol operator and/or training facility or its contractor.

X. BSIS Oversight

The Bureau of Security and Investigative Services reserves the right, in its sole discretion, to terminate access to the Bureau's store and forward device and the related service at any time without notice.

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**DEPARTMENT OF JUSTICE
AND
BUREAU OF SECURITY & INVESTIGATIVE SERVICES**

**AGREEMENT OF TERMS AND CONDITIONS
FOR OPERATING AN APPLICANT FINGERPRINTING TERMINALS AND SCANNERS**

Private Patrol Operator
and/or Training Facility: _____

Address: _____

City, State, Zip: _____

Date: _____

The undersigned agent(s) of _____, a licensed private patrol operator and/or a licensed training facility operating a Live Scan/Card Scan terminal to transmit fingerprints to the California Department of Justice through the Bureau of Security and Investigative Services, certifies that I/we have read the Conditions for Operating an Applicant Live Scan/Card Scan and will comply with the requirements therein.

I/we understand that I/we must notify the BSIS in writing if conditions under which a Live Scan/Card Scan connection is granted changes in any way.

I/we understand that connection to BSIS may be terminated by either party with thirty (30) days written notice.

Please sign and return to the Bureau of Security and Investigative Services, Post Office Box 980550, West Sacramento, CA 95798-0550, Attention Live Scan Task Force Team.

PPO and/or Training Facility Representative

Date

Bureau of Security & Investigative Services Representative

Date

California Department of Justice Representative

Date